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P.O. Box 711  
Tucson, Arizona 85702-0711

**UniSourceEnergy**  
**SERVICES**

August 31, 2010

Arizona Corporation Commission

**DOCKETED**

**AUG 31 2010**

Steven Olea  
Director, Utilities Division  
Arizona Corporation Commission  
1200 West Washington Street  
Phoenix, Arizona 85007

DOCKETED BY	
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Re: Docket Nos. G-04204A-06-0463, G-04204A-06-0013 and G-04204A-05-0831  
Decision No. 70011 (November 27, 2007)

Mr. Olea,

Pursuant to ACC Decision No. 70011 UNS Gas, Inc. ("UNS Gas") is required to submit semi-annual Demand-Side Management ("DSM") program progress reports on March 1<sup>st</sup> and September 1<sup>st</sup> of each year in accordance with Commission Staff's recommendations. Enclosed please find UNS Gas' Semi-Annual DSM Program Progress Report for the reporting period of January 1, 2010 through June 30, 2010. The marketing materials for the reported DSM programs are being filed directly with Commission Staff on the attached CD.

Also enclosed is an additional copy that the Company requests you date-stamp and return in the self-addressed, stamped envelope for our files.

If you have any questions, please contact me at (520) 884-3680.

Sincerely,

Jessica Bryne  
Regulatory Services

Enclosures: Report and CD

cc: Docket Control, ACC  
Julie McNeely-Kirwan, ACC (with CD)  
Compliance Section, ACC  
Shannon Kanlan, ACC

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**UNS Gas, Inc.**

**Semi- Annual DSM Progress Report**

**January through June 2010**

**UNS GAS, INC.**  
**SEMI-ANNUAL DSM PROGRESS REPORT FOR THE PERIOD:**  
**January through June 2010**

This progress report includes the following information for all UNS Gas, Inc. ("UNS Gas") Demand-Side Management ("DSM") Programs that were in place from January through June 2010 including programs for residential, non-residential, and low-income customers:

- brief description of the programs;
- program modifications;
- program goals, objectives, and savings targets;
- levels of participation;
- description of evaluation and monitoring activities and results;
- kW, kWh, and therm savings;
- problems encountered and proposed solutions;
- costs incurred during the reporting period disaggregated by type of costs, such as administrative , rebate, and monitoring;
- findings from all research projects;
- terminated programs; and
- other significant information.

A summary detailing all DSM program expenses is provided in Table 1; program energy savings are provided in Table 2; societal benefits are provided in Table 3; lifetime environmental savings are provided in Table 4; and program savings and expenses since inception are provided for all programs in Table 5.

**UNS GAS, INC.**  
**SEMI-ANNUAL DSM PROGRESS REPORT FOR THE PERIOD:**  
**January through June 2010**

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**UNS GAS, INC.**  
**SEMI-ANNUAL DSM PROGRESS REPORT FOR THE PERIOD:**  
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**Table 1**  
**DSM PROGRAM EXPENSES: JANUARY – JUNE 2010**

DSM Program	Rebates & Incentives	Training & Technical Assistance	Consumer Education	Program Implementation	Program Marketing	Planning & Admin	Program Total Cost
<b>Residential Programs</b>							
Low-income Weatherization	\$ 48,384	\$ 702	\$ -	\$ 2,709	\$ 500	\$ 6,703	\$ 58,998
Energy Smart Homes	\$ 1,200	\$ 2,162	\$ 3,545	\$ 50,432	\$ 4,623	\$ 8,254	\$ 70,216
Efficient Home Heating	\$ 56,850	\$ 3,777	\$ 8,783	\$ 12,081	\$ 9,532	\$ 11,663	\$ 102,666
<b>Total for Residential Programs</b>	<b>\$ 106,434</b>	<b>\$ 6,641</b>	<b>\$ 12,327</b>	<b>\$ 65,203</b>	<b>\$ 14,655</b>	<b>\$ 26,620</b>	<b>\$ 231,879</b>
<b>Commercial Programs</b>							
C&I Facilities Gas Efficiency	\$ 4,050	\$ 1,915	\$ 3,345	\$ 9,674	\$ -	\$ 2,511	\$ 21,495
<b>Total for Commercial Programs</b>	<b>\$ 4,050</b>	<b>\$ 1,915</b>	<b>\$ 3,345</b>	<b>\$ 9,674</b>	<b>\$ -</b>	<b>\$ 2,511</b>	<b>\$ 21,495</b>
<b>Portfolio Totals</b>	<b>\$ 110,484</b>	<b>\$ 8,556</b>	<b>\$ 15,673</b>	<b>\$ 74,877</b>	<b>\$ 14,655</b>	<b>\$ 29,131</b>	<b>\$ 253,375</b>

  

<b>Program Costs</b>	<b>\$ 253,375</b>
Measurement, Evaluation & Research (MER)	\$ 44,429
Baseline Study	\$ 15,547
<b>TOTAL</b>	<b>\$ 313,351</b>

**Definitions**

**Rebates & Incentives** – total amount spent on customer rebates, incentives, and installation of low-income weatherization.

**Training and Technical Assistance** – total amount spent on energy efficiency training and technical assistance.

**Consumer Education** – total dollars used to support general consumer education about energy efficient improvements.

**Program Implementation** – program delivery costs associated with implementing programs including implementation contractor labor and overhead costs, as well as other direct program delivery costs.

**Program Marketing** – includes all expenses related to marketing programs and increasing DSM consumer awareness (direct program marketing costs as opposed to general consumer education).

**Planning and Administration** – costs to plan, develop, and administer programs including management of program budgets, oversight of the request for proposal (“RFP”) process, oversight of implementation contractors, program development, program coordination, and general overhead expenses.

**Measurement, Evaluation, and Research (“MER”)** – identification of current baseline efficiency levels and the market potential of DSM measures; process evaluations; verification of installed energy efficient measures; tracking of savings; and identification of additional energy efficiency research. Costs include the development of a database to track participation and savings.

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**Table 2**  
**DSM ENERGY SAVINGS: JANUARY – JUNE 2010**

DSM Program	Capacity Savings MW	Annual MWh Savings	Annual Therm Savings	Lifetime MWh Savings	Lifetime Therm Savings
Low-Income Weatherization	0.00	58.3	750	1,020	13,125
Energy Smart Homes	0.00	3.4	1,887	102	56,610
Efficient Home Heating	0.00	0.0	43,514	0	652,713
C&I Facilities Gas Efficiency	0.00	0.0	4,240	0	63,600
<b>Portfolio Totals</b>	<b>0.00</b>	<b>61.7</b>	<b>50,391</b>	<b>1,122</b>	<b>786,047</b>

**Table 3**  
**DSM SOCIETAL BENEFITS: JANUARY – JUNE 2010**

DSM Program	Societal Benefits	Societal Costs	Net Benefits
Low-Income Weatherization	\$ 52,502	\$ 52,502	\$ -
Energy Smart Homes	\$ 50,531	\$ 72,125	\$ (21,594)
Efficient Home Heating	\$ 281,067	\$ 128,130	\$ 152,937
C&I Facilities Gas Efficiency	\$ 23,964	\$ 21,345	\$ 2,618
<b>Portfolio Totals</b>	<b>\$ 408,062</b>	<b>\$ 274,102</b>	<b>\$ 133,961</b>

*\*Consistent with Commission Staff's analysis in Arizona Corporation Commission Decision No. 70180 (February 27, 2008), the societal benefits for low-income weatherization are equal to or greater than the societal costs when taking the environmental benefits into account.*

**Table 4**  
**DSM LIFETIME ENVIRONMENTAL SAVINGS: JANUARY – JUNE 2010**

DSM Program	Lifetime SO <sub>x</sub> Reduction (lbs)	Lifetime NO <sub>x</sub> Reduction (lbs)	Lifetime CO <sub>2</sub> Reduction (lbs)	Lifetime Water Reduction (gallons)
Low-Income Weatherization	796	2,571	1,090,444	237,718
Energy Smart Homes	79	256	761,257	23,696
Efficient Home Heating	0	0	7,702,010	0
C&I Facilities Gas Efficiency	0	0	750,476	0
<b>Portfolio Totals</b>	<b>875</b>	<b>2,827</b>	<b>10,304,188</b>	<b>261,414</b>

**UNS GAS, INC.**  
SEMI-ANNUAL DSM PROGRESS REPORT FOR THE PERIOD:  
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**Table 5**  
**DSM SAVINGS & EXPENSES SINCE PROGRAM INCEPTION: JANUARY 2007 -- JUNE 2010**

PROGRAM	Start Date	Program Participants		Program Expenses		MWh Savings			Therm Savings		
		Jan - Jun	Program Inception to Date	Jan - Jun	Program Inception to Date	Jan - Jun	Total Annual <sup>a</sup>	Program Inception to Date <sup>b</sup>	Jan - Jun	Total Annual <sup>a</sup>	Program Inception to Date <sup>b</sup>
Low-Income Weatherization	2007	29	236	\$ 58,998	\$ 363,656	58.3	80.8	136.8	750	31,021	107,290
Energy Smart Homes	2008	3	12	\$ 70,216	\$ 339,486	3.4	8.0	8.0	1,887	6,161	10,435
Efficient Home Heating	2008	231	618	\$ 102,666	\$ 340,441	NA	NA	NA	43,514	114,060	205,049
C&I Facilities Gas Efficiency	2008	5	17	\$ 21,495	\$ 173,067	NA	NA	NA	4,240	27,466	51,735
Measurement, Evaluation & Research (MER) - all programs	NA	NA	NA	\$ 44,429	\$ 264,617	NA	NA	NA	NA	NA	NA
Baseline Study	2009	NA	NA	\$ 15,547	\$ 20,654	NA	NA	NA	NA	NA	NA
<b>TOTAL</b>		<b>268</b>	<b>883</b>	<b>\$ 313,351</b>	<b>\$ 1,501,920</b>	<b>61.7</b>	<b>88.8</b>	<b>144.8</b>	<b>50,391</b>	<b>178,708</b>	<b>374,508</b>

a. Total savings for current year for all energy efficiency measures installed since program inception.

b. Total savings for all years for all energy efficiency measures installed since program inception.

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**UNS GAS LOW-INCOME WEATHERIZATION PROGRAM**

**Description**

The UNS Gas Low-Income Weatherization ("LIW") Program is designed to improve the energy efficiency of homes for customers whose income falls within the defined federal poverty guidelines. Steps taken in this Program will reduce gas and electric bills for eligible customers, improve comfort, and quality of life. Energy savings realized from this Program will allow low-income customers to better utilize the limited income they receive for other necessary items such as rent, food, or medical expenses.

**Program Modifications**

Pursuant to Arizona Corporation Commission ("Commission") Decision No. 71623 (April 14, 2010), annual funding for the UNS Gas LIW Program was increased to \$200,000.

**Program Goals and Objectives**

- Increase the number of homes weatherized each year;
- Lower the average household utility bills of low-income customers by utilizing energy conservation measures in the weatherization process; and
- Improve the quality of life for the customers by providing them with a safe and healthy home.

**Level of Participation**

A total of 29 households received weatherization assistance during this reporting period.

**Evaluation and Monitoring Activities and Results**

The Arizona Energy Office ("AEO"), with billing data from UNS Gas and other Arizona gas and electric utilities, is analyzing and tracking energy use in weatherized homes statewide. As their database grows, a more accurate analysis of the impact of weatherization activities will emerge. UNS Gas will now report energy savings from weatherization activities based upon the most recent AEO report. The AEO does not report any kW demand savings.

The July 2010 AEO report is summarized below:

**Utility Bill Analysis**

- To date, an analysis of 185 homes has been completed on homes utilizing Arizona Public Service Company ("APS"), Tucson Electric Power Company, UNS Gas and Electric and Southwest Gas Corporation utility data. This analysis is ongoing, and new data will be updated to these values on a quarterly basis.
- Savings to Investment Ratios ("SIR") are provided for total investment from all funding spent (diagnostics, energy measures, health and safety measures) and for energy related measures only (diagnostics and energy measures).

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- Present value is based on 17.5 years measure life, discount rate of 3% and a utility cost escalation rate of 3%.
- The combined SIR of all jobs reviewed to date for funds spent on diagnostics, energy measures, and health and safety measures was 1.16. Health and saving represented 15% of expenditures.
- The combined SIR of all jobs reviewed to date for funds spent on energy measures and diagnostics was 1.37.
- The average saving per home reviewed was 2650 kWh and 30 therms of natural gas (gas therms average includes all electric homes).

**kW, kWh, and Therm Savings**

The savings for this reporting period are listed below:

No. of Homes	kW savings	kWh savings	Therm savings
29	0	58,300	750

**Problems Encountered and Proposed Solutions**

There were no additional problems encountered for this reporting period.

**Costs Incurred**

Costs incurred for the LIW Program during the reporting period are listed below:

DSM Program	Rebates & Incentives*	Training & Technical Assistance	Consumer Education	Program Implementation	Program Marketing	Planning & Admin	Program Total Cost
Low-Income Weatherization	\$ 48,384	\$ 702	\$ -	\$ 2,709	\$ 500	\$ 6,703	\$ 58,998

*\*Includes \$11,350 for health and safety related repairs*

**Findings from All Research Projects**

No research projects were performed during this reporting period.

**Other Significant Information**

Due to the April funding increase, approximately \$70,000 in additional funds is available to the agencies for the remainder of 2010. This additional funding will allow the agencies to provide assistance to an increased number of families. The Northern Arizona Council of Governments ("NACOG") anticipates using its original funding allocation by July, and already has plans for its additional funding.

The Western Arizona Council of Governments ("WACOG") and the Southeastern Arizona Community Action Program ("SEACAP") have not requested much funding this reporting period; both agencies, however, typically wait until the latter part of the year to request funding. Additionally, both agencies have indicated they will spend their available funding before year's end.

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Coconino County Community Services ("CCCS") has had a setback in staffing since the resignation of the previous Program Director. A new director has been chosen, however, and UNS Gas anticipates a continuation of the progress set in motion by his predecessor.

WACOG and NACOG, with full approval from UNS Gas and the AEO, continue to pursue weatherization of multi-family units. Multi-family projects allow the agencies to maximize their funding since travel time and labor costs are reduced along with material costs due to bulk bidding. UNS Gas supports the efforts of the agencies to increase the number of multi-family projects.

**UNS GAS ENERGY SMART HOMES PROGRAM**

**Description**

The Residential New Construction Program for UNS Gas is marketed under the Energy Smart Homes ("ESH") name. The ESH Program emphasizes the whole-house approach to improving health, safety, comfort, durability, and energy efficiency. The Program promotes homes that meet the Environmental Protection Agency/Department of Energy ENERGY STAR® Home performance requirements. To encourage participation, the Program provides incentives to homebuilders for each qualifying home. Required on-site inspections and field testing of a random sample of homes to meet ENERGY STAR® Home performance requirements are conducted by third-party RESNET®-certified energy raters selected by each builder. Components of ESH include development of branding, builder training curriculum, and marketing collateral.

**Program Modifications**

No modifications were made during this reporting period. On November 12, 2009, UNS Gas filed a request with the Commission for approval of a joint utility, ENERGY STAR® Home Program with APS in their shared service territory. This proposal has not yet been approved.

**Program Goals, Objectives, and Savings Targets**

- Work with local builders to construct energy efficient homes;
- Train builder construction staff and subcontractors in advanced building science concepts to increase energy efficiency through improved design and installation practices;
- Transform the market and improve construction practices in the UNS Gas service territory;
- Reduce peak demand and overall energy consumption in new homes;
- Stimulate construction of new homes that are inspected and tested to assure energy performance;
- Assist builder sales agents with promoting and selling energy-efficient homes;
- Increase homebuyer awareness and understanding of energy-efficient building practices and the benefits of purchasing an energy efficient home; and
- Achieve an annual participation of 9% to 11% of new home units.

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**Levels of Participation**

There are currently 11 builders participating in the ESH Program, representing 12 homes. The Program completed three homes this period.

**Evaluation and Monitoring Activities and Results**

No evaluation or monitoring is available for this reporting period. Navigant Consulting (formerly Summit Blue) has been selected as the MER contractor for the UNS Gas DSM programs (excluding LIW) and is in the process of implementing a MER plan. Final MER results are expected by year end 2010.

**kW, kWh, and Therm Savings**

No. of Homes	kW savings	kWh savings	Therm savings
3	4.7	3,390	1,887

**Problems Encountered and Proposed Solutions**

Though UNS Gas is encouraged by the existing builder participation, builder recruitment in the UNS Gas territory has been hampered by the existing ENERGY STAR® Home Program offered through APS. Because APS's Program is older than its UNS Gas counterpart, most builders who build five homes or more per year are already enrolled in the APS program. This limits the ESH Program's market penetration. UNS Gas's proposed solution to this problem is the previously filed application for the joint utility, ENERGY STAR® Home Program. This proposal, filed on November 12, 2009, has not yet received Commission approval.

In order to reduce costs, UNS Gas requested that Conservation Services Group ("CSG") re-evaluate its staffing requirements in the UNS Gas service territory. CSG is the implementation contractor for both UNS Gas's and UNS Electric's ESH programs. As a result, CSG reduced its staffing in UNS Gas's service territory; CSG will serve both ESH programs with its staff located in Mohave County.

**Marketing Collateral**

No new marketing collateral has been produced. Existing collateral includes Program features boards for new model homes, and a tri-fold marketing brochure. A list of marketing materials for this Program is shown in Appendix 1 and available on the attached CD.

**Costs Incurred**

Costs incurred for the ESH Program during the reporting period are listed below:

DSM Program	Rebates & Incentives	Training & Technical Assistance	Consumer Education	Program Implementation	Program Marketing	Planning & Admin	Program Total Cost
Energy Smart Homes	\$ 1,200	\$ 2,162	\$ 3,545	\$ 50,432	\$ 4,623	\$ 8,254	\$ 70,216

**Findings from All Research Projects**

No research projects were undertaken during this reporting period.

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**Other Significant Information**

UNS Gas is considering the impacts of the increased Energy Star building requirements in place for 2011 on builders' costs. Current incentive levels may be need to be increased if builder participation decreases as a result of the increased costs of participation.

**UNS GAS EFFICIENT HOME HEATING PROGRAM**

**Description**

The Efficient Home Heating ("EHH") Program promotes the purchase and installation of ENERGY STAR® qualified, high-efficiency, gas-fueled furnaces that meet or exceed the minimum ENERGY STAR® standard of 90% Annual Fuel Utilization Efficiency. Incentives for the purchase of qualifying high-efficiency equipment are paid directly to homeowners.

**Program Modifications**

No modifications were made during this reporting period. On September 2, 2009, UNS Gas submitted a greatly expanded Program re-design for Commission approval. This proposal has not yet been approved.

**Program Goals and Objectives**

- Promote the installation of high-efficiency gas-fueled furnaces;
- Reduce customer energy bills, provide equal or better comfort conditions, conserve energy and benefit the environment; and
- Achieve target participation of 700 + furnaces installed per year.

**Level of Participation**

231 furnaces were installed during this reporting period at an average incremental cost of \$445.

**Evaluation and Monitoring Activities and Results**

No evaluation or monitoring is available for this reporting period. Navigant Consulting (formerly Summit Blue) has been selected as the MER contractor for the UNS Gas DSM programs (excluding LIW) and is in the process of implementing a MER plan. Final MER results are expected by year end 2010.

**kW, kWh, and Therm Savings**

No. of Furnaces Installed	kW savings	kWh savings	Therm savings
231	NA	NA	43,514

**Problems Encountered and Proposed Solutions**

No problems were encountered during this reporting period.

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**Costs Incurred**

Costs incurred for this program during the reporting period are listed below:

DSM Program	Rebates & Incentives	Training & Technical Assistance	Consumer Education	Program Implementation	Program Marketing*	Planning & Admin	Program Total Cost
Efficient Home Heating	\$ 56,850	\$ 3,777	\$ 8,783	\$ 12,061	\$ 9,532	\$ 11,663	\$ 102,666

*\*Includes \$6,000 in contractor rebates*

**Other Significant Information**

Marketing efforts for 2010 will consist of a bill insert, print advertisements, and web marketing. Marketing will begin in October 2010 to encourage participation before and during the heating season. The Efficient Home Heating Program was not marketed during this reporting period, except for information available on the website.

Heating, Ventilating and Air Conditioning ("HVAC") Contractors continue to be actively recruited for participation in the Program. To date, 96 contractors throughout the UNS Gas service territory have signed agreements to participate in the Program.

UNS Gas participated in several community events to promote energy conservation and the EHH Program, including the:

- Northern Arizona Builder's Association Spring Fair in Flagstaff;
- Flagstaff Home and Garden Show;
- Nogales Community Outreach Fair;
- Yavapai Home & Garden Show in Prescott;
- Mohave County Green Energy Fair in Kingman; and
- Lake Havasu City Homebuilders Show.

These events were attended by several thousand potential participants and HVAC Contractors. As a result of UNS Gas participation, additional HVAC Contractors signed up to be participating contractors in the EHH Program.

UNS Gas representatives also promoted the Program through speaking engagements and appearances utilizing the following venues:

- Flagstaff Sustainable Economic Development Committee ;
- Lake Havasu City Energy Efficiency Workshop;
- Flagstaff Board of Realtors;
- City of Winslow; and
- City of Holbrook.

A list of marketing materials for this Program is shown in Appendix 1 and available on the attached CD.

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**UNS GAS C&I FACILITIES GAS EFFICIENCY PROGRAM**

**Description**

The Commercial and Industrial ("C&I") Facilities Gas Efficiency Program is designed to promote the installation of high-efficiency, gas-fueled equipment and systems at existing commercial and industrial facilities within the UNS Gas service area.

**Program Modifications**

No modifications were made to the Program during this reporting period. On September 2, 2009, UNS Gas submitted a greatly expanded Program re-design for Commission approval. This proposal has not yet been approved.

**Program Goals and Objectives**

- Help commercial and industrial customers reduce and manage their energy costs;
- Reduce greenhouse gas emissions; and
- Lower overall rates and energy costs compared to other resource options.

**Level of Participation**

Five applications were received during this reporting period. UNS Gas paid rebates totaling \$4,050 to five participants.

**Evaluation and Monitoring Activities and Results**

No evaluation or monitoring is available for this reporting period. Navigant Consulting (formerly Summit Blue) has been selected as the MER contractor for the UNS Gas DSM programs (excluding LIW) and is in the process of implementing a MER plan. Final MER results are expected by year end 2010.

**kW, kWh, and Therm Savings**

Measure	No. Installed	Therm savings	Incremental Cost
High-Efficiency Furnace	13	4,240	\$ 197.72
<b>Totals</b>	<b>13</b>	<b>4,240</b>	

**Problems Encountered and Proposed Solutions**

Though UNS Gas is encouraged by the existing participation, the following issues are contributing to reduced Program participation:

- The current economic climate is forcing businesses to reduce spending when possible, so there is little demand from businesses for energy efficient gas-fired equipment due to increased incremental costs.
- Suppliers typically don't carry inventory of energy efficient gas-fired equipment due to lack of demand. When a product is needed, it is usually needed immediately and businesses cannot typically wait for high efficiency equipment to be ordered.

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- Efficient, commercial-grade gas-fired water heaters require different technology including enhanced burner design, electronic ignition, and flue dampers that are substantially more expensive than smaller, residential-style water heaters. These high efficiency water heaters are not currently in great demand.

UNS Gas is committed to increasing Program participation and has taken the following steps to do so.

- Dedicated a UNS Gas representative to promote all DSM programs within the service area; and
- Filed a Program re-design for Commission approval in November 2009. The proposed re-design includes several new measures for energy-efficient gas fired equipment and increased incentives to help promote both new and existing measures.

**Costs Incurred**

Costs incurred for the C&I Facilities Program during the reporting period are listed below:

DSM Program	Rebates & Incentives	Training & Technical Assistance	Consumer Education	Program Implementation	Program Marketing	Planning & Admin	Program Total Cost
C&I Facilities Gas Efficiency	\$ 4,050	\$ 1,915	\$ 3,345	\$ 9,674	\$ -	\$ 2,511	\$ 21,495

**Other Significant Information**

Presentations were made to numerous civic groups during this reporting period, including:

- City of Nogales;
- Santa Cruz County;
- Coconino Community College;
- Remax Realtors of Flagstaff;
- Nogales Unified School District;
- Nogales Zoning & Building Department and Inspectors;
- Sunshine Rotary in Lake Havasu City;
- Town of Taylor Building Officials;
- Williams, AZ Facilities Superintendent;
- Northern Arizona University Facilities Staff; and the
- Northern Arizona Builders Association.

UNS Gas also staffed a booth at the Community Outreach Fair in Nogales, the Prescott Builders Association Fair, and the spring Flagstaff Home Show.

UNS Gas has expended a tremendous effort to promote the Program to UNS Gas employees, retailers, wholesalers, distributors, public officials, and end users. Given the limited budget and

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the vastness of the service area, the marketing emphasis is on the sales and distribution channels of qualifying equipment. Promotion among UNS Gas employees is ongoing as these employees interface with customers on a daily basis. A listing of registered commercial contractors in the UNS Gas service area has also been developed.

Marketing materials for this Program are shown in Appendix 1 and available on the attached CD.

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**APPENDIX 1 – MARKETING MATERIALS**

**Energy Smart Homes Program:**

- UES Tri-fold final (PDF)
- Energy Smart Homes web icon (JPEG)
- UES ESH email banner V3 FINAL (JPEG)
- ESH\_Yard sign\_final (PDF)

**Efficient Home Heating Program:**

- EHH Web content (Word document)

**C&I Facilities Gas Efficiency Program:**

- UES handout v2 (PDF)